

REFERENCE TITLE: MVD wait times; inconvenience fee

State of Arizona
House of Representatives
Forty-seventh Legislature
Second Regular Session
2006

HB 2777

Introduced by
Representatives Chase, Murphy, O'Halleran, Weiers J: Allen J, Anderson,
Bradley, Jones, Knaperek, McComish, McLain

AN ACT

AMENDING TITLE 28, CHAPTER 2, ARTICLE 3, ARIZONA REVISED STATUTES, BY ADDING SECTION 28-376; RELATING TO THE MOTOR VEHICLE DIVISION.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:
2 Section 1. Title 28, chapter 2, article 3, Arizona Revised Statutes,
3 is amended by adding section 28-376, to read:

4 28-376. Wait times for motor vehicle division offices:
5 inconvenience fee to customer

6 THE MOTOR VEHICLE DIVISION SHALL ENSURE THAT A CUSTOMER DOES NOT WAIT
7 MORE THAN THIRTY MINUTES BEFORE BEING SERVED BY AN EMPLOYEE OF THE MOTOR
8 VEHICLE DIVISION. IF A CUSTOMER WAITS TO BE SERVED FOR MORE THAN THIRTY
9 MINUTES, THE MOTOR VEHICLE DIVISION SHALL PAY THE CUSTOMER A FIVE DOLLAR
10 INCONVENIENCE FEE FROM THE PERSONAL SERVICES LINE ITEM OF THE MOTOR VEHICLE
11 DIVISION'S PROGRAM BUDGET. FOR EACH SUBSEQUENT THIRTY MINUTES A CUSTOMER
12 WAITS, THE MOTOR VEHICLE DIVISION SHALL PAY THE CUSTOMER AN ADDITIONAL FIVE
13 DOLLAR INCONVENIENCE FEE FROM THE PERSONAL SERVICES LINE ITEM OF THE MOTOR
14 VEHICLE DIVISION'S PROGRAM BUDGET.